

**Policy Owner:** College Director and Principal

**Keywords:** Assistance, Academic Progress, Learning, Support, Resources, Wellbeing

**Policy Code:** QTDPO016

---

[Intent](#)

[Organisational Scope](#)

[Definitions](#)

[Policy Content](#)

[Accountabilities and Responsibilities](#)

[Related Documents](#)

[Contact Information](#)

[Approval History](#)

---

### 1. INTENT

1.1 The purpose of this Policy is to:

- a) ensure that all Students at Edith Cowan College have access to appropriate academic and general support services and information to assist them to be successful in their studies;
- b) outline ECC's processes for making Students aware of these support options; and
- c) outline ECC's processes for identifying and supporting Students that are at risk of non-completion.

### 2. ORGANISATIONAL SCOPE

2.1 This Policy applies to all Students and Staff at Edith Cowan College.

### 3. DEFINITIONS:

3.1 The [Glossary of Policy Terms](#) applies to this Policy.

### 4. POLICY CONTENT:

- 4.1 ECC is committed to ensuring that its Students are provided with continuous support and resources to enable them to adjust to student life at the College, participate in positive and engaging learning experiences, achieve satisfactory academic progress, and achieve their learning goals.
- 4.2 The support and resources provided by ECC are designed to meet the College's statutory obligations under the [Higher Education Support Act 2003](#) (Cth).
- 4.3 As per the [Admissions Policy](#), ECC ensures that assessments of eligibility for Admission and Course offers are based on merit and demonstrated achievement, especially academic achievement, and are free of patronage, bias and unlawful discrimination while also enabling access to study to persons who have experienced educational disadvantage or are from a group under-represented in higher education.
- 4.4 ECC's application processes and entry requirements are communicated to prospective

applicants via publicly available information on the ECC website, including the academic and English entry requirements and how to apply for Recognition of Prior Learning (RPL) ([How to Apply](#)). This enables informed decision-making about educational offerings and experiences by prospective Students and their families.

- 4.5 ECC will monitor Student progression and proactively identify Students who may be at risk of not successfully completing their unit and course requirements, to ensure they are aware of support services available to assist them in completing their course of study.
- 4.6 At the Course level, as outlined in the [Academic Progression Policy](#) and [Academic Progression Procedures / ELICOS Progression Procedures](#), ECC offers tailored support to individual Students based on the following risk categories:
- Green Status** (Good Standing) – no mandatory action or intervention required from the College or Students;
  - Amber Status** (Risk Academic) – ECC will intervene to advise Students to consider taking appropriate action and utilising support mechanisms;
  - Red Status** (Risk Exclusion) – ECC will intervene to advise Students that action and use of support mechanisms is required; and
  - Purple Status** (Exclusion) – ECC will preclude the student from Enrolment or continuing their studies in a Course at the College.
- 4.7 At the Unit level for Pathway Courses, ECC's Early Intervention Strategy, outlined in the [Academic Progression Procedures](#), involves a systematic and coordinated process to identify students at risk early in the study period using a range of engagement indicators including attendance, use of learning materials in the Learning Management System (Moodle), class participation and Assessment submission.
- 4.8 ECC teaching staff track also monitor Student submission of and performance in early low-weight assessments ([Assessment Policy](#)) and [Assessment, Moderation and Examination Procedures / ELICOS Assessment Procedures](#), to identify Students who require within-Unit / ELICOS Course support or referral to a Learning Advisor so that support is offered in a timely manner.
- 4.9 ECC is committed to providing Students with appropriate academic and wellbeing support services, information, advice and assistance throughout the Student lifecycle, from initial responses to marketing material through to commencement of study at Edith Cowan University.
- 4.10 Academic and wellbeing support services at ECC are designed to assist Students' transition to tertiary study and, for International Students, to living and studying in Perth.
- 4.11 ECC's commitment and capabilities to provide academic and non-academic continuous support to its Students is complemented by other relevant Policies and Procedures, which set out how Students are assessed, identified, communicated with and proactively assisted having regard to the Student's circumstances:

### Academic Policies

- 4.12 Academic Policies relevant to Student support include:
- [Admissions Policy](#);
  - [Academic Integrity Policy](#);
  - [Academic Progression Policy](#);

- d) [Assessment Policy](#);
- e) [Credit and Recognition of Prior Learning \(RPL\) Policy](#);
- f) [Enrolment Policy](#); and
- g) [Unit and Course Review Policy](#)

### Health, Safety and Wellbeing Policies

4.13 Health and Safety Policies relevant to Student support include:

- a) [Critical Incident and Business Continuity Policy](#) ;
- b) [Fitness to Study Policy](#);
- c) [Sexual Assault and Sexual Harassment Prevention and Response Policy](#); and
- d) [Student Conduct Policy](#);
- e) [Student Charter](#);
- f) [Staff Code of Conduct](#);
- g) [Underage Students \(Minors\) Policy](#); and
- h) [Wellness, Health and Safety Policy](#).

### IT and Privacy Policies

4.14 Policies that promote a safe learning environment include:

- a) [IT Acceptable Use Statement](#); and
- b) [Privacy Policy](#).

### Policies for Resolving Student Concerns

4.15 ECC offers Students a three-stage internal resolution process for student concerns.

4.16 Students who are not satisfied with ECC's decision-making regarding academic performance may request a 'Review' of that decision, as outlined in the relevant Academic Policies. If a Student is not satisfied with the outcome of a Review they have access to a free and fair appeals process via the [Student Appeals Policy](#).

4.17 Students who are not satisfied with support services offered by ECC may lodge a Student Complaint under the [Complaints Policy](#). If a Student is not satisfied with the outcome of a Formal Complaint they have access to a free and fair appeals process via the [Student Appeals Policy](#).

4.18 The Student Counsellor is available to support Students through the resolution process.

### Access to Information

4.19 Students will be provided with up-to-date information on ECC's support services via the following mechanisms:

- a) Staff members;
- b) information about and links to support services provided by the College, available on ECC's website;
- c) a Pre-Departure Guide for International Students which provides information on accommodation, arrival procedures and adapting to life in Australia;
- d) a comprehensive Orientation program designed to assist commencing Students with the transition to College life and tertiary study;
- e) an online Student Handbook that contains hyperlinks and contact details for support

services;

- f) flyers, television screens and bulletin boards on campus;
- g) Student Leaders and Student Ambassadors who are recruited and trained to welcome, support and assist new Students;
- h) Information provided on Social Media platforms; and
- i) the Learning Management Platform, Moodle, with sites for each Unit / ELICOS Course and a shared learning support site, E-Café.

### Access to Staff Providing Support

- 4.20 When on campus, ECC Students have 24/7 access to **Edith Cowan University Security Staff**, who are trained in First Aid and in the provision of first response in cases of Sexual Assault or Sexual Harassment.
- 4.21 **Student and Academic Services (SAS) Staff** are available to:
- a) provide personalised services to Students at the Welcome Centers;
  - b) provide prompt administrative support via email and phone;
  - c) provide referrals to the Student Counsellor;
  - d) assist Students with Enrolment, Registration and timetabling;
  - e) assist Students to access external information (e.g., relating to issues such as accommodation, tax, life in Perth or health cover);
  - f) advise Students about ECC processes;
  - g) support Students who Disclose Sexual Assault or Sexual Harassment in accessing appropriate services;
  - h) help Students to lodge incident reports following an accident or injury; and
  - i) organise social events for Students as part of a holistic approach to Student wellbeing.
- 4.22 The **Student Counsellor** is available to :
- a) discuss general or personal circumstances that are adversely affecting a Student's education at the College;
  - b) provide information about and referrals to specialist community, medical and other support services;
  - c) be a support person for International Students;
  - d) be the dedicated support and liaison person for Underage Students (Minors);
  - e) facilitate Reasonable Adjustment to Assessment under the *Assessment Guidelines – Diversity and Equity* by helping produce Learning and Assessment Plans;
  - e) support Students in College-related grievance resolution.
- 4.23 Sponsored Students have a dedicated support person at ECC, the **Student and Academic Services Officer (Sponsorships)**.
- 4.24 ECC Pathway Students have access to **Academic Staff** for support with their Courses and Units, including:
- a) the Academic Director / Director of Studies for concerns relating to study at ECC;

- b) Academic Program Coordinators for Course and Course-related Career advice;
  - b) Unit Coordinators for Unit-related questions; and
  - c) Lecturers / ELICOS Teachers, for class content.
- 4.25 ECC Students have access to a range of academic support services outside of Units / ELICOS Courses provided by **Learning Advisors**, which cover:
- a) English language comprehension, writing and presentation skills;
  - b) generic Study Skills;
  - c) academic development, including Academic Integrity; and
  - d) numeracy support.

### External Support Services

- 4.26 ECC Students will be referred to [StudyPerth](#) for support in matters related to:
- a) employment rights and conditions;
  - b) housing and tenancy;
  - c) legal issues;
  - d) financial planning and financial support; and
  - e) career services.
- 4.27 ECC Students may access support services at the ECU Library.
- 4.28 ECC Diploma of Health Science and Post-Graduate Qualifying Program Students who are Enrolled in Units service-taught by Edith Cowan University have access to the University's support services, outlined in ECU's [Support for Students Policy](#).

### Student Voice

- 4.29 Students have a voice at ECC in the form of Student Representatives on the primary academic governance body, the Academic Council.
- 4.30 Students are invited to become Student Leaders to contribute to the support and wellbeing of other ECC Students.
- 4.31 Students will be invited to provide feedback on learning and teaching through Unit and Lecturer Surveys, conducted every study period in Pathway Courses, and through ELICOS Surveys, conducted five times annually. This feedback is reported to the Academic Council each meeting.
- 4.32 New to Course International Students will be invited to participate in a survey of their experiences with educational agents, expectations pre-arrival and their experience at ECC, in their Course and in Perth in the first four to five weeks of study.
- 4.33 Students are invited to participate in focus groups at ECC, to contribute to decisions in the College.
- 4.34 ECC Students will be invited to participate in the [Quality Indicators for Learning and Teaching](#) (QILT) [Social Experience Survey](#) (SES) once annually.

### External Reporting

4.35 In accordance with Section 238-10 of the *Higher Education Support Act 2023*, ECC will provide the Tertiary Education Quality and Standards Agency (TEQSA) with a de-identified report on student support on an annual basis.

### 5. ACCOUNTABILITIES AND RESPONSIBILITIES

5.1 All ECC Staff and Students are expected to comply with this Policy.

### 6. RELATED DOCUMENTS:

6.1 This Policy has been developed in line with requirements set out in the:

[National Code of Practice for Providers of Education and Training to Overseas Students. Higher Education Support Act 2003](#)  
[Higher Education Provider Guidelines 2023](#)  
[Higher Education Support Act 2003](#)

### 7. CONTACT INFORMATION:

For queries relating to this document please contact:

<b>POLICY OWNER</b>	College Director and Principal
<b>ALL ENQUIRIES CONTACT:</b>	Quality and Compliance Manager
<b>TELEPHONE:</b>	08 6279 1133
<b>EMAIL ADDRESS:</b>	justask@ecc.edu.au

### 8. APPROVAL HISTORY:

<b>POLICY APPROVED BY:</b>	Senior Executive Team
<b>DATE POLICY FIRST APPROVED:</b>	October 2007
<b>DATE LAST MODIFIED:</b>	August 2016
<b>REVISION HISTORY:</b>	<p>September 2022. Policy updated to align with new health and safety legislation. Removal of procedural information.</p> <p>January 2024. Title change from <i>Student Wellbeing, Counselling and Support Policy</i>. The approving body changed from Academic Council to Senior Executive Team. Updated content and title change to meet requirements of the <i>Higher Education Support Act 2003</i> and <i>Higher Education Provider Guidelines 2023</i>.</p> <p>March 2024. Minor edit to distinguish processes for monitoring within Units and within Courses.</p>
<b>NEXT REVISION DUE:</b>	March 2025